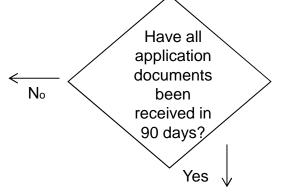


Eligibility Process

Referral received

Application packet sent out within 5 business days

Reminder letter sent 45 days after packet is sent



DSS reviews application documents submitted within 30 calendar days

Determination of eligible or ineligible

Notice of Decision sent out